

THE TULALIP TRIBES
TGO/QCC/BINGO
Job Description

JOB TITLE: Food & Beverage Supervisor II

POSITION NUMBER: TGO 257-08

NOTE: Sections in box are minimum requirements that all applicants must have to be considered for this job. These requirements must be stated on your application form to be considered for this position.

The Tulalip Tribes publicly announces that Indian Preference in hiring shall apply to Tulalip Tribal job opportunities.

EDUCATION:

- ☐ High School diploma or GED equivalent required.* (Copy of either document must be submitted with application)

SKILLS:

- ☐ Must have skills for interviewing, scheduling, and supervising hourly team members.
- ☐ Must have strong math skills related to restaurant industry financials. (Test required)
- ☐ Must have knowledge of computer and Point of Sale (POS) systems.
- ☐ Must be able to remain calm in stressful situations in a high volume venue.
- ☐ Ability to maintain healthy and efficient work habits.
- ☐ Must have good written and verbal communication skills. (Test required)
- ☐ Must have good organizational skills.
- ☐ Ability to develop and train new and current team members on a continual basis.

EXPERIENCE:

- ☐ Minimum of one (1) year experience working in a full service restaurant and/or bar serving or mixing alcohol beverages.
- ☐ Minimum of two (2) years experience working in a restaurant environment utilizing guest service skills.
- ☐ Minimum of two (2) years cash handling experience utilizing a cash register and/or point of sale system.
- ☐ Minimum of two (2) years experience in a supervisory position of a front of the house operation in a full service restaurant, bar, and/or Buffet.

OTHER REQUIREMENTS:

- ☐ Must be 21 years of age or older.* (Documentation verifying must be submitted with application)
- ☐ Knowledge of HACCP (Hazard Analysis Critical Control Point).
- ☐ Must obtain Health Food Handler's permit within 60 days from date of hire.
- ☐ Must be certified with National Restaurant Association for SERVSAFE food protection certification course within 1 year from date of hire.
- ☐ Must obtain a Class 12 Washington State Liquor License within 30 days from date of hire.
- ☐ Must attend mandatory guest service training.
- ☐ Must be flexible to work both Casino sites, the Tulalip Casino and Quil Ceda Creek Casino.
- ☐ Must be available to work any shift assigned to include days, swing, grave, weekends, and/or holidays.
- ☐ Must be able to obtain a Class B certification, and be Licensed, with the Tulalip Tribal Gaming Agency.
- ☐ Must have a successful employment history with Tulalip Tribes and/or other employers.

Physical Characteristics and/or Prerequisites:

- ☐ Manual and finger dexterity for the operation of a computer and point of sale system.
- ☐ Must be able to stand for prolonged periods of time.
- ☐ Tolerance to be exposed to hot grills, stoves, and ovens.
- ☐ Ability to lift objects weighing up to 40 pounds occasionally.
- ☐ Tolerance to be exposed to cleaning solvents and detergents.
- ☐ Tolerance to work in a smoke filled environment.

Casino Department: Food & Beverage

Employee Classification: Non-exempt

Job Summary: Responsible for ensuring the standards and expectations of sequence of service, food quality, freshness, and presentations set. Oversees daily operational tasks to include financial management, analysis, sanitation, and safety. Direct supervision of FOH team members to include assignment of daily duties, responsibilities, and scheduling. Responsible for developing a positive work environment and well trained team members. Ensures compliance with all policies, procedures, and regulations.

Employee Reports To: Unit Manager or designee

Extent of Job Authority: Authority to make decisions regarding the day-to-day operation of the restaurant and/or bar in accordance with established policies and procedures. —

Specific Duties Performed:

1. Assists Team Members as needed serving food and drinks to promote positive teamwork.
2. Performs voids as well as comps.
3. Assists with the direct supervision of Front of House team members of the Food & Beverage operation, within the casino and at casino sponsored off-site Food & Beverage functions.
4. Maintains high standards of quality and appearance for all food prepared and served.
5. Assists with the administration of quality and portion control programs.
6. Responsible for inventory of all items necessary for station set-ups, as well as, accurately completing production charts for amounts used.
7. Responsible for cleanliness of dishes, glassware, flatware, and tabletop settings in work area.
8. Assists in the interviewing, selection, training, scheduling, and development of all team members.
9. Assists with maintaining and updating Standard Operating Procedure manuals.
10. Assists in controlling of all food, beverage, and labor costs to achieve budget goals.
11. Assists with conducting pre-shift and general team member meetings.
12. Attends all casino team member meetings.
13. Ensures culinary offerings are reflective of industry trends.
14. Responsible for operational flow in restaurant and/or bar ensuring optimal efficiency.
15. Seeks opportunities to increase revenue, decrease expenses, and maximize departmental productivity without compromising guest satisfaction.
16. Assists with creating marketing ideas and promotions for the Food & Beverage Department.
17. Assists with responsibility of the operation in the absence of the Unit Manager.
18. Ensures security of goods of the Food & Beverage operation.
19. Ensures communication with team members on all policy and procedure changes as well as special promotional events.
20. Promotes positive work relations and communication with all casino team members.
21. Ensures that the restaurant is adequately staffed at all times.
22. Provides open communication and counseling, resolving problems and recommending disciplinary action as needed.
23. Expedites orders, understanding the sequence of service.
24. Responsible for addressing and resolving guest complaints and/or concerns.
25. Maintains exemplary attendance and work standards as a model for department team members.
26. Performs additional duties deemed necessary or requested by management.

Terms of Employment: This is a Regular Full-time position requiring 40 hours per week or 2080 hours per year.

Pay Range: \$17.01 per hour

Opening Date: June 12, 2008

Closing Date: Open until filled

Please return your completed application to the Tulalip Resort Casino Receptionist by the closing date and time.

*** Required documents must be submitted prior to interviewing***